

OFFICE OF THE CHIEF OF POLICE

SPECIAL ORDER NO. 36

December 12, 2002

SUBJECT: BUSINESS CARD MODIFICATION

PURPOSE: In our continuing effort to better serve the community, Department-issued business cards have been modified to include telephone numbers to inform the community of career opportunities with the Department and to allow access to the Department by the hearing impaired. Also included is an advisement for the use of 9-1-1 in the event of an emergency.

This Order revises the Department-issued business card and establishes procedures for the use of non-Department-issued business cards.

PROCEDURE: Department employees are required to provide business cards as outlined in Department Manual Sections 4/202.02 and 4/296. In addition to the requirements delineated in Department Manual Section 4/296, the front of the Department-issued business card has been revised and shall contain the following:

- * The telephone number of the issuing employee's division of assignment;
- * "Join the LAPD (866) 444-LAPD - Recruitment Hotline" at the bottom of the card; and,
- * The specific telephone number of the Telephonic Device for the Deaf (TDD) machine located in the Area, division, or section in which the employee is assigned. However, if a TDD machine is not available where the employee is assigned, the Communications Division TDD number, (800) 275-5273 shall be used in its place.

In addition to the requirements delineated in Department Manual Section 4/296, the back of the business card shall contain the following:

- * The upper portion shall contain appropriately identified spaces for the *date*, *time*, *incident number*, and *comments* to be completed by the employee at the time of the citizen contact;
- * An advisement to dial 9-1-1 in the event of an emergency; and,
- * TDD telephone number for the Internal Affairs Group duty room, (213) 485-3604. The TDD number shall be located immediately following the voice telephone number.

Non-issued Department business cards used while on duty, or for identification as a Department employee while off duty, shall contain the identical information provided on the Department-issued business cards. The City seal may be replaced with the Department seal or the image of the Department badge of the appropriate rank. All images, slogans, or verbiage other than those contained on the Department-issued business cards, shall be approved by the employee's commanding officer prior to its use. Consideration for the cards' content should include its format, professionalism, and appropriateness of the Department's image to both the public and the law enforcement community.

The revised Department-issued business cards are available for ordering from Supply Section, Fiscal Operations Division. Existing supplies of business cards not depleted within 90 days shall be destroyed and a new supply ordered.

AMENDMENTS: This Order amends Section 4/296 of the Department Manual.

AUDIT RESPONSIBILITY: The Commanding Officer, Administrative Group, shall monitor compliance with this directive in accordance with Department Manual Section 0/080.30.

WILLIAM J. BRATTON
Chief of Police

Attachment

DISTRIBUTION "D"